



The Future of
Workforce Talent Solutions

» TalassureM

Selection

Sarah Sample



pdServices
PO Box 67
Howard, Ohio 43028

Job Pattern: Customer Service Representative
Assessment Completed: February 08, 2016
Report Printed: March 15, 2016

» Selection Report - Sarah Sample

This report provides information which reflects the responses provided by Ms. Sample when completing the TalassureM assessment. This information will be valuable when considering Sarah for the position by providing insights into her personality and reasoning ability. By quantifying her characteristics, our technology compares them to a type of job. The TalassureM provides Job Patterns for positions commonly found in the workplace that share common personality and reasoning ability characteristics.



Job Pattern - Customer Service Representative

Job Match is a result of comparing Sarah to the Job Pattern. Ms. Sample has a low match to this job.

Talent Summary

Ms. Sample scored in the average region on the Reasoning scale. Her capacity to learn and apply new information is sufficient for most jobs, but she may require assistance on occasion when dealing with complex problems on the job.

Ms. Sample may need frequent reminding to slow her work pace, should it ever be required. Being fairly sociable, she tends to maintain open lines of communication with other team members. Having a strong desire to be in charge, she will attempt to influence the direction and activities of the group.

The distortion score for Sarah Sample is 8

The Distortion score shows how candid the individual was while taking this assessment. The range for this scale is 1 to 9, with higher scores suggesting greater candor.

Talent Details

For an in depth picture of Ms. Sample the following graphs provide detailed information regarding her scores. Results are illustrated on the scale from 1 to 9.

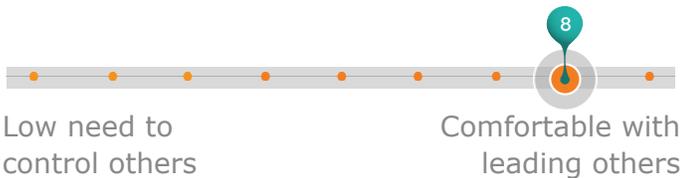
Reasoning Ability

A measure of expected learning, reasoning, and problem solving potential.



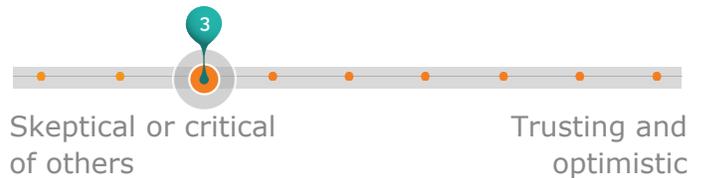
Take Charge

Tendency to strive for control of people and situations and to lead more than follow.



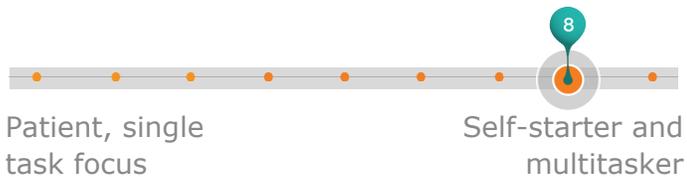
Attitude

Tendency to have a positive or optimistic outlook regarding people and outcomes.



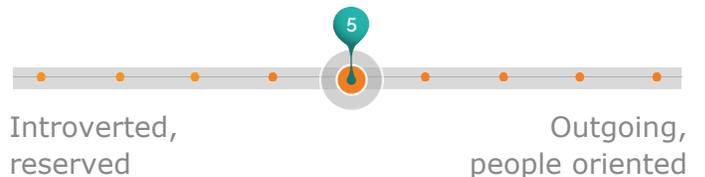
Sense of Urgency

Tendency to display stamina, endurance, and maintain a fast pace.



People Contact

Tendency to be outgoing, people-oriented, and to participate with others.



Assessment information should only be a part of the information used in the placement process. For more details, please refer to the Talassure User's Guide.

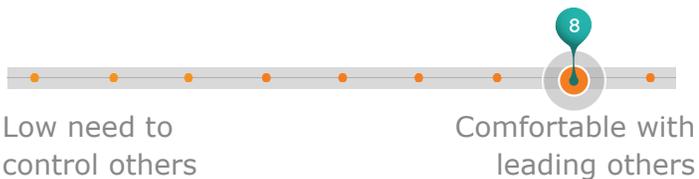
Interview Questions

Interview questions are provided based on how Ms. Sample compared to this Job Pattern. These questions address areas where Sarah did not match with the job and are designed to assist you in the interview process.



Take Charge

Tendency to strive for control of people and situations and to lead more than follow.



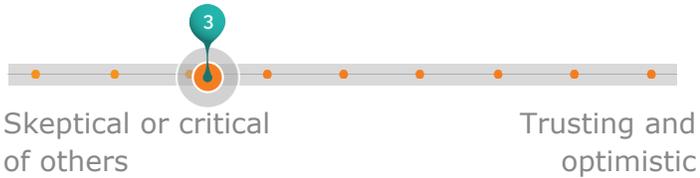
Ms. Sample scored above the recommended level for the Take Charge scale for this position. This suggests that her desire to be in control is greater than is optimal for the position.

INTERVIEW QUESTIONS

- Tell me about a situation in which you had to remain silent about a problem even though you believed you had the best solution.
- Has there ever been a time when speaking up about your ideas has gotten you into trouble? What happened as a result, and how did you react?
- Tell me about a situation when you had to defend a decision you made even though it made you unpopular in the moment.

Attitude

Tendency to have a positive or optimistic outlook regarding people and outcomes.



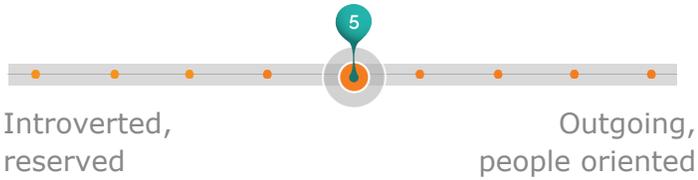
On the Attitude scale, Ms. Sample scored below the recommended level for this position. This suggests that she may have a tendency to be more pessimistic than most successful individuals when dealing with others.

INTERVIEW QUESTIONS

- Tell me about the last time you questioned the intentions of someone else. What motivated you to do that?
- Tell me about a time when someone questioned your intentions when you had done nothing to deserve it. What happened as a result, and how did you react?
- Tell me about a time you were skeptical about something your organization was trying to accomplish or implement. Describe your reasoning.

People Contact

Tendency to be outgoing, people-oriented, and to participate with others.



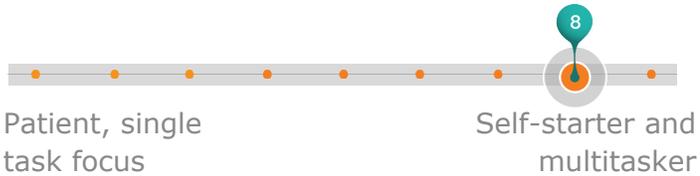
On the People Contact scale, Ms. Sample is below the recommended level for this position. This suggests that her eagerness to work in an active social environment is less than is optimal for the job.

INTERVIEW QUESTIONS

- How would you react if your job provided little opportunity for social interaction?
- Tell me about a time when you felt uncomfortable working on a project because of the high degree of social interaction. What did you find objectionable about that situation?
- Describe a time when you had to work closely with a group of people unfamiliar to you. How did that go?

Sense of Urgency

Tendency to display stamina, endurance, and maintain a fast pace.



Ms. Sample scored above the recommended level of Sense of Urgency for this position. She may find it frustrating to work at the comparatively slower pace set by other successful individuals in the work group.

INTERVIEW QUESTIONS

- Is there generally an upper limit on the number of tasks you can handle at one time? Please elaborate.
- Describe your approach for handling two or more projects at the same time.
- How would you handle a work environment in which you were expected to patiently wait for others to complete tasks before you proceed further?